

## Customer Update – COVID-19

Thursday 19<sup>th</sup> March 2020

### Dear Valued Customer,

As the global Coronavirus (COVID-19) outbreak continues to evolve, our number 1 priority is to reduce the spread of the virus to all our team members, you - our valued customers, and the greater community.

At Alspec, it is **business as usual** but there are some very important restrictions we have had to put in place and given the circumstances, effective immediately until further notice, the following procedures will be implemented:

#### Cash Sales Collect Orders

- All cash sale collect orders are to be phoned through and collected within a minimum 2-hour timeframe as this will minimise the waiting time on site.
- All collect orders are to be paid prior to collection by credit card to the sales coordinator when placing your order. There will be no cash transactions to further reduce the spread of the virus.
- We are taking extra steps to ensure our cash sales offices and counter desk are clean and hygienic environments for everyone. Hand pump sanitisers will be provided, and we encourage staff and customers to use these regularly.
- No shaking of hands.
- A distance of 1.5m be maintained between our staff and you the customer.
- No access to our warehouse facilities.
- We ask that any customers who are displaying flu-like symptoms such as fever, cough, runny nose, sore throat or shortness of breath do not visit Alspec and should in the current circumstances, seek appropriate medical advice.

Regards,

**Richard Harrison**  
National Sales Manager

### Area Manager Access

For the interim, there will be no face to face interaction with our Area Managers. Our Area Managers are all very well equipped with laptop computers, Surface Pro's, mobile phones and tablets etc to give you updates with orders, deliveries, stocks and product knowledge. Please feel free to contact your Area Manager or Branch/Sales Manager if you have any concerns with your orders.

### Internal Sales team

Alspec will continue to provide a fully dedicated internal sales team to service all incoming customer orders by email, fax and phone. Our Internal Sales Coordinators can provide stock updates, orders, back orders and any technical information if you cannot get hold of your Area Manager. This team will continue to work standard office hours: 7.30am to 5pm.

### Operations-Warehouse

We will continue to have a full-time day and night shift crew in our larger branches and standard day shift in other smaller sites to make sure all your orders are picked, packed and delivered in a timely manner. Our internal sales team will continue to work very closely with our Operations teams to minimise any issues with your orders.

### Suppliers & Stocks

We have been working very closely with all our major suppliers and we want to assure you all that our current stock levels in all our branches are in a very healthy position. We will continue to monitor our stock very closely to make sure all our customers receive their orders with minimum fuss.

We remain committed to supporting all staff and customers throughout these somewhat testing times.

Please take care and thank you for your continued support.